

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public Health Service

Indian Health Service

Refer to: DPM

ALBUQUERQUE AREA INDIAN HEALTH SERVICE CIRCULAR NO. 89-02

STUDENT VOLUNTEER SERVICE

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1. **PURPOSE AND SCOPE.** This instruction implements 42 U.S.C. 217 (b) and 45 CFR Part 57 which authorizes the Albuquerque Area IHS to accept, on behalf of the United States Government, student volunteer services in operating a health care facility or in providing health care.
2. **REFERENCES.**
 - A. 42 U.S.Code 217(b)
 - B. 45 CFR Part 57
 - C. FPM 810
 - D. FPM Supplement 296-33, Subchapter 33
 - E. HHS Instruction 930-2
 - F. HHS Instruction 451-1
 - G. IHM Part 1, Chapter 6, Program Administration
 - H. RPO, Region VI, Guide to the Acceptance of Volunteer Services
3. **BACKGROUND.** This instruction is intended to formalize policies and requirements within Albuquerque Area Indian Health Service for establishing a student volunteer service program. This guide will describe the benefits for student volunteer programs.

Distribution: All Indian Health Service Manual Holders
All Albuquerque Area Program Managers
Service Unit Personnel Management Specialists

11/13/89

4. DEFINITIONS.

- A. Volunteer Services are services performed by individuals (hereafter called volunteers) whose services have been offered to the Government and accepted under a formal agreement on a without compensation basis for use in the operation of a health care facility or in the provision of the health care (see 5-4.9.2 Indian Health Manual).
- B. Health Care means services to patients in Department facilities, beneficiaries of the Federal Government, or individuals or groups for whom health services are authorized under the programs of the Department.
- C. Health Care Facility means a hospital, clinic, health center, or other facility established for the purpose of providing health care.
- D. Student Volunteer Services are agreements made with educational institutions such as a college or university to provide practical experience for students providing health care.

5. STUDENT VOLUNTEER PROGRAM PROCEDURES. Programs to use student volunteers may be established with the Area Director's approval with an education institution to broaden the educational institution's student in providing health care. The acceptance of the student volunteer program is to contribute to the comfort and well-being of patients in the Albuquerque Area and expend the services or operation of the health facility. When there is only one student from an educational institution and there are no plans to use other students from the institution then this will be assigned under the procedures of Volunteer Service, AAIHS Circular No. 89-01.

- A. Student volunteers may be used to supplement but not to take place of personnel whose services are obtained through usual employment procedures.
- B. Student volunteer service programs shall be conducted under the supervision and control of Albuquerque Area officials, e.g., Service Unit Director, Program Manager, or Associate Director.
- C. The services of student volunteers may be accepted only in accordance with an established student volunteer service program.
- D. Paid employees of any organization may not serve as student volunteers except when their services are: (1) beyond the scope of the student volunteer's functions and the scheduled hours of the student volunteers' work is outside the work hours of the organization; and (2) offered to meet the needs for student volunteer services under a VSP.

- E. The Program Manager will prepare the agreement with the Educational Institution with the approval of the SUD and the Area Director. The document will be the source document for approving the student volunteer. (See Exhibit 3)
- F. The agreement for student volunteers must have (See Exhibit 1):
 - (1) A description of the work to be assigned to the student volunteer and a certification the student volunteer will not be used to displace paid employees;
 - (2) Information concerning the source of student volunteers;
 - (3) A description of how the student volunteer program will be administered;
 - (4) Plans for giving appropriate recognition to student volunteers;
 - (5) A description of any other records in addition to those required by the student volunteer program and letter of authorization for each student volunteer; and
 - (6) A signature element and date line for the Educational Institution, Program Manager, SUD, and Area Director to approve the agreement.
- G. The proposed agreement for student volunteers should be proposed by the Program Manager, the Area Personnel Office (APO) will provide technical advice and assistance on the agreement before it is forwarded to the Area Director for approval.
- H. The Area Director/Program Manager/APO will make necessary additions, deletions or modifications to the student volunteer agreement. The Program Manager will prepare letters of authorization and obtain the Area Director's signature.
- I. After the agreement is approved by the Area Director, the Program Manager will mail the letter(s) of authorization to the student volunteer(s) for signature. After the student volunteer signs the letter of authorization, the APO will notify the Area Director, Program Manager, SUD that the student volunteer may be put to work. The Service Unit will initiate required documentation. (See Section 10. Records)
- J. Student volunteer(s) must not be accepted until the Program Manager/SUD has been notified.

6. **AUTHORITY TO ACCEPT STUDENT VOLUNTEER SERVICES.** Student Volunteer Agreement with an educational institution may only be approved by the Area Director, Albuquerque Area Indian Health Service.
7. **SELECTION.**
 - A. Initial selection of student volunteers who are members of (voluntary) organizations will be the responsibility of their respective organizations. Final selection for placement of student volunteers will be the responsibility of the Program Manager/SUD. Area Director will resolve issues pertaining to the selection of student volunteers.
 - B. Evidence of satisfactory medical condition of prospective student volunteers are required by the Area Director/SUD/Associate Director.
 - C. Student volunteers are not subject to the investigative requirements of Executive Order 10450, Security Requirements for Government Employment. However, the same tests as to character, reputation, and fitness applicable to regular Federal employment should be considered in accepting student volunteer service.
 - D. State and local standards for minors will be followed in accepting volunteer services from persons 16 to 18 years of age.
 - E. Student volunteers are not required to be U. S. citizens.
8. **COMPENTATION.** Student Volunteer Service Programs must be on a “without compensation” basis. This precludes monetary payments or any other form of compensation by the Area not authorized in this instruction.
9. **AUTHORIZATION TO SERVE.**
 - A. Student volunteers who “offer” their services under an established Volunteer Service Program (VSP) will be authorized to serve by a letter of authorization prepared by the Program Manager and signed by the Area Director. Two copies of the letter will be sent to each volunteer who will keep the original and will return the second copy, appropriately signed to the APO. (See Exhibit 2)
 - B. Upon receipt of the return copy of the letter of authorization, notification of interested parties will be made by the Program Manager.
 - C. Volunteer and student volunteer agreements may be terminated at any time by either party to the agreement.

10. RECORDS.

- A. As a minimum, (see Exhibit 5), the student volunteer must have an SF-171, SF-52, and statement of duties (if appropriate be submitted to the APO at the time the proposed agreement is submitted to the APO). At the time the volunteer is terminated, a "Termination SF-52," will be submitted to the APO.
 - (1) Statement of duties is a narrative of duties and responsibilities signed by the supervisor, e.g., letter, established position description, or listing of duties. (See Exhibit 4)
 - (2) SF-171 listing complete work history and educational training.
 - (3) SF-78 or current student health record for volunteers involved with direct patient care.
- B. An Official Personnel Folder (SF-66) must be maintained for each student volunteer appointment and termination and must be documented on a Notice of Personnel Action (SF-50B), in accordance with FPM Supplement 296-33, Subchapter 33.
- C. The copy of the letter of authorization signed by the student volunteer must be placed in the Official Personnel Folder along with any other documentation prescribed in the student volunteer agreement.

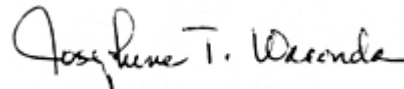
11. SERVICES AND BENEFITS.

- A. Meals may be provided to student volunteers without charge when the scheduled assignment extends over an established meal period.
- B. Quarters. In case of emergency or when necessitated by the special nature of the student volunteer agreement, quarters may be furnished temporarily at no charge to student volunteers.
- C. Medical Treatment and Examinations
 - (1) Physical examinations, if considered by the official accepting student volunteer services to be necessary for the protection of volunteers or patients, may be administered in Area facilities without charge to the individual. If the services of a private physician are used, however, the cost of the examination must be paid by the student volunteer.

- (2) Emergency outpatient treatment for injuries sustained while performing assigned student volunteer services will be provided. Student volunteers may also be provided temporary care and treatment in Area facilities under the same circumstances and to the same extent such care and treatment is available to paid employees. Payment of medical expenses for injuries sustained while on duty may be covered by OWCP.

12. AWARDS AND RECOGNITION.

- A. Officials responsible for administering volunteer service programs are also responsible for developing an appropriate plan to recognize the contribution made by student volunteers. Cash awards may not be given, but certificates of service or similar forms of recognition are appropriate.
- B. Under the provisions of DHHS Instruction 451-1, a volunteer, or group of volunteers, may be nominated for the DHHS Volunteer Award. (DHHS Instruction 451-1, Exhibit 451-1-E)



Josephine T. Waconda
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Indian Health Service

STUDENT VOLUNTEER SERVICE PROGRAM DOCUMENT
XYZ SERVICE UNIT – DEPARTMENT OF NURSING

- I. KINDS OF SERVICE TO BE PERFORMED:
- II. SOURCE OF VOLUNTEERS:
- III. ADMINISTRATIVE CONCERNS:
 - A. METHODS OF SELECTION:
 - B. SUPERVISORY CONTROLS:
 - C. PHYSICAL QUALIFICATION REQUIREMENTS:
 - D. SCHEDULING HOURS OF WORK:
 - E. BENEFITS AND SERVICES FOR THE VOLUNTEER(S):
 - F. RECOGNITION AND AWARDS PLAN:

(Program Manager) _____ Date _____

Approved/Disapproved:

(Educational Institution) _____ Date _____

Approved/Disapproved:

(Area Director) _____ Date _____

LETTER OF AUTHORIZATION

Dear _____:

Having met the requirements for service under the volunteer service program of the _____ (name of organization), you are hereby authorized to serve without compensation as a volunteer at _____ (name and location of health care facility). Your acceptance of the opportunity to serve on such a basis means that you waive all claim to pay for services rendered.

While serving as a volunteer, you are bound by the Department's regulations concerning Standards of Conduct and Conflict of Interest.

(Include paragraph about arrangements, as appropriate).

Your interest in the health needs of the people we serve is deeply appreciated, and we are grateful for the assistance you are willing to provide in meeting these needs.

Please sign the enclosed copy of this letter in the space provided below and return it to us in the enclosed envelope.

Sincerely,

(Name of Director)
Director, Albuquerque Area
Indian Health Service

Enclosure

I accept the opportunity to provide volunteer service as offered above and agree to the conditions stated. I understand that this agreement may be terminated at any time either by myself or the Area Director, Albuquerque Area Indian Health Service or Service Unit Director where I am performing my volunteer services.

Signature

Date

STUDENT VOLUNTEER SERVICE PROGRAM DOCUMENT
Public Health Service – Indian Health Service
Optometry Program

I. KINDS OF SERVICES TO BE PERFORMED:

Students enrolled in the Institution will be provided clinical experience as externs in selected clinical units of the Albuquerque Area. Students will observe and/or provide direct optometry services to patients as determined by the Chief Optometrist and the Institution. The Service Unit Optometry Department retains the responsibility for the provision of service to all patients. Students are not utilized to replace paid employees.

II. SOURCE OF VOLUNTEERS:

All students under this program must be enrolled and in good standing in the Institution.

III. ADMINISTRATIVE CONCERNS:

A. METHOD OF SELECTION:

Students are selected by the Institution. Names of students participating in the clinical experience are submitted in advance to the Area Optometrist prior to the assignment. The Area Optometrist in consultation with the respective Service Chief Optometrist reserves the right to reject any student deemed not suitable.

B. SUPERVISORY CONTROLS:

The students will be under the close supervision of the Service Unit Chief Optometrist. The student will work independently on most assignments with the Chief Optometrist of the Service Unit reviewing the health chart or authorizing the treatment of patients. The student's performance will be evaluated using the Institution's evaluating criteria and applicable IHS evaluation forms.

C. PHYSICAL QUALIFICATION REQUIREMENTS:

The optometry student must not only meet the physical requirement for entrance to the Institution but must also be free of any contagious disease while engaged in clinical activities of the Service Unit. Immunizations must be up to date.

D. SCHEDULING HOURS OF WORK:

Each student will work 40 hours per week during the clinical assignment. The hours will coincide with the work hours of the facility.

E. BENEFITS AND SERVICES FOR THE VOLUNTEER(S):

1. Physical facility use including conference areas, equipment and supplies needed to provide optometry services within the clinical setting.
2. Clinical experience, observation and participation as appropriate to learning needs.
3. Orientation to the facility, resources and records as appropriate.
4. Clinical records available to the optometry staff and students for learning purposes.
5. In case of injury sustained while in performance of duty, students shall fill out reporting forms according to the usual PHS policy and may be seen by a PHS physician for initial assessment and treatment.
6. Students shall be covered by the Torts Claims Act (28 U.S. Code 2671-2680) and 5 U.S. Code, Chapter 81.

F. RECOGNITION AND AWARDS PLAN:

No special recognition or award is planned as a result of this program. The Institution is rewarded by the IHS by providing a vehicle through which students obtain required clinical experience. The IHS receives the benefits of being able to keep abreast of new methods and information being utilized at the Institution as the IHS staff interacts and supervises the students.

(Program Manager)

Date

Approved/Disapproved:

(Educational Institution)

Date

Approved/Disapproved:

(Area Director)

Date

DESCRIPTION OF WORK FOR STUDENT VOLUNTEER SERVICE

Major Duties

Elicits clinical history including a systematic review of present illness, past medical history, family and social history.

Performs physical examinations as needed to diagnose presence of an acute or chronic pathological process.

Order laboratory procedures to be performed such as complete blood counts, urinalysis, blood sugar and serum electrolytes, etc., as necessary to diagnose, confirm or rule out pathological process.

Orders routine X-rays as indicated. Orders other routine radiographic studies such as upper and lower GI series, intravenous pyelograms, and cholecystograms, involving radiographic contrast media with physician approval.

Prescribes medication based on standing orders, previous training, and consultation with preceptor.

Treats minor surgical problems such as lacerations, ingrown toenails and abscesses. Evaluates, treats as feasible, and refers patients with serious traumatic injuries, the treatment of which is beyond the scope of his abilities. Serious problems are to be referred appropriately.

Applies casts to the extremities under supervision and determines the appropriate course of immobilization. Immobilizes or protects, refers and transports persons with fractures. Refers persons with correctible bone abnormalities. Identifies dislocations, immobilizes or reduces, refers persons with possible ligaments, tendon or nerve injuries.

Distinguishes between normal and complicated prenatal courses and refers appropriately to physicians or specialists. Ethically, competently and compassionately treats gynecological problems. Provides family planning services in accordance with his/her teaching and training. No surgical contraceptive procedures are to be performed.

Participates in an "on-call" system, in addition to serving a designated assignment. In emergencies the incumbent may be called upon to provide medical assistance even though the incumbent may not be "on-call."

Supervision

Incumbent receives supervision from the Service Unit Clinical Director and as assigned staff medical preceptor.

All treatment rendered by the incumbent must be countersigned on the chart by a physician. Delegation of authority for independent duty function by the incumbent will come from the supervisory physician who is ultimately and legally responsible for the treatment management.

The work is reviewed after each case or through medical record review for appropriateness of diagnosis and treatment. The medications are countersigned before it is prescribed to the patient.

Clinical Director

Date

_____ Service Unit

CHECK LIST FOR STUDENT VOLUNTEERS

- _____ SF-52, Requesting Appointment for Student Volunteer
- _____ SF-171, Listing of Complete Work History and Educational Training
- _____ SF-78 or Student Health Record for Student Volunteer Involved in Direct Patient Care
- _____ Copy of the Agreement for Student Volunteer
- _____ Copy of the Letter Signed by Student Volunteer Accepting the Volunteer Employment
- _____ Copy of the Position Description/Description of Duties Signed by the Supervisor
- _____ Other Documents Prescribed by Student Volunteer Agreement